

TRUST BOARD

Title:	KEY MATTERS AND ESCALATIONS REPORT
Name of Committee:	QUALITY IMPROVEMENT AND SAFETY COMMITTEE (QISCom)
Committee Chair:	Dr Richard Iles
Meeting Date:	6th December 2023

Summary of key messages:

Substantial assurance can be taken from the information presented to the Committee from several updates. The Committee commented positively on the overall quality of the reports received and the level work that is being undertaken to support the Committee's agenda.

Sub-group Reports

Learning from Deaths Group (Q2 2023/24):

The Learning from Deaths policy has been revised and this was presented to the Committee. The change to the data collection process in Luton Adults is still having an impact on the percentage of people reporting dying in their preferred place of death. Work is underway to improve the position. The Child Death Overview Panel internal process has undergone revision and provides as effective process for the reporting of child deaths. An update on deaths across all services was presented and one serious incident had been declared, which was currently being undergoing a serious incident review process. Themes and learning were shared with the Committee and learning from external cases and reviews was also discussed and areas of action identified. **Assurance level: substantial.**

Infection Prevention & Control (IPaC) Committee:

No reported cases of legionella, healthcare acquired infections or IPAC Serious Incidents (SI's) documented during quarter 2 and mandatory training compliance had been improving month by month and reporting 90% compliance at the end of September 2023. Hand hygiene compliance remains challenging but is improving. Focus remained on flu campaign across the Trust and this will continue throughout October. It was noted that the IPaC Board Assurance Framework (BAF) is reviewed at the huddle every month and at the IPaC Committee and a number of areas have moved from partial compliance to full compliance since the last meeting. **Assurance level: substantial.**

Medicines Safety and Governance Group:

An update on the patient group directions approved was presented to the Committee. It was noted that there is currently a national shortage of medicines to treat ADHD patients. In addition, the Committee noted the formal ending of the smallpox vaccination programme (for monkeypox).

Assurance level: substantial.

Safeguarding Group

Trust wide Head of Safeguarding had been appointed to and started their new role in October 2023. Safeguarding training has continued to develop at a Think Family and blended learning approach with good evaluations. Compliance with all levels of safeguarding adult and children training has been maintained above Trust targets for majority of levels, although Mental Capacity and Deprivation of Liberty dropped below target in the second quarter. Bedfordshire and Luton safeguarding teams have aligned into one team and MASH provision continues to be a focus across each locality. Executive level discussions are taking place in relation to the provision of child protection medicals across Cambridgeshire and Peterborough, with the aim of equitable services being available across localities.

Section 42 and safeguarding referral standard operating process has been signed off and a single point of contact has been set up through adult safeguarding. The team are still operating within their business continuity plan, however, staff levels in the team are improving.

Assurance level: reasonable.

Information Governance Steering Group

Improvements have been made to the Freedom of Information (FOI) response times and an improvement plan has been put in place to improve the process for responding to access to records requests. Mandatory training compliance was 94% in September and 95% in October which is at target. The 2023/24 Data Security and Protection Toolkit is now open for completion. A new archiving project has started and a new standard operating process for archiving retention and data breach reporting had been signed off.

Assurance rating: reasonable.

EPRR (Emergency Preparedness Resilience and Response) Update (Quarter 2):

An internal audit for business continuity planning is currently in progress and the Committee will be updated with the outcome at the next meeting. Work continues on delivery the EPRR core standards.

Assurance level: substantial.

Clinical & Professional Leaders Committee

The Committee noted that the group had met to discuss and monitor the following clinical items:

- Children's safeguarding note
- Clinical audit update
- Learning Disability and Learning Difficulty strategy
- Suicide prevention group update
- Continuing professional development update
- Research Community of Practice – one year plan was shared

Assurance level: substantial.

Health & Safety (For information only)

Update on business discussed at quarter 2 meeting and updated terms of reference agreed. Focus continues on violence and aggression towards staff and what further mitigations/actions the Trust could be taking in this area.

Assurance level: reasonable

Thematic Reviews

Serious Incidents and Incidents – 6 monthly update:

Update Trust-wide of incidents and serious incidents was provided for the period 1 April 2023 – 30 September 2023. This included the learning from incidents and the actions taken to prevent re-occurrence. It was confirmed that SI's were concluded within the expected 65-day timeline and all incidents receive timely scrutiny from the safety team and Trust specialists. An update on the implementation of the Patient Safety Incident Framework was provided and is progressing well with system partners. It was confirmed that a robust process for medical devices had been introduced. The Parliamentary and Health Services Ombudsman report had been reviewed and associated themes identified. The Committee also discussed the summary of the 5 national patient safety objectives for 2023.

Assurance level: substantial.

Medicines Management:

Key points raised from the report included:

- All medicines policies, patient group directives and standard operating procedures all in date.
- Medicines safety reviewed quarterly and audit programme on track.
- Sub-group terms of reference reviewed and updated.
- Chief Pharmacist due to retire and recruitment process about to commence for a replacement.

Assurance level: substantial.

Patient Experience – bi-annual report April – September 2023:

Summary of complaints, compliments and patient advice and liaison service activity was presented. Of note was that the Trust received 516 compliments for every formal complaint and 96.7% of service users reported that Trust services were very good or good during the reporting period. Learning from both informal and formal complaints was discussed and confirmation was given that our standard complaint response times were within best practice guidance. Demographic questions are now included within all friends and family feedback. Based on the presentation and discussion, the Committee agreed to increase the level of assurance from reasonable to substantial.

Assurance level: substantial.

Research Bi-Annual Report – April – September 2023:

An update on all research activity for the reporting period was presented and assurance was given that all studies running within the Trust have the appropriate approvals in place. It was noted that the Trust had achieved the Clinical Research Network (CRN) objectives and that cohort 2 of the Research Champion Programme had now commenced. iCaSH services had received additional funding for a research Facilitator and Consultant level support. CRN recruitment targets achieved.

Assurance level: substantial.

Infection, Protection and Control (IPaC) – bi-annual review April – September 2023:

The number of needlestick injuries reported remains low. Assurance had been received from our main cleaning contractor and NHS Property Services. Work is continuing to support the team in ensuring clinical staff complete their annual UV hand hygiene audits. The Trust continues to report low numbers of Covid outbreaks and the IPaC Board Assurance Framework and action plan continues to demonstrate progress.

Assurance level: substantial.

Parliamentary and Health Service Ombudsman Report – July 2023:

Key points from this report were presented and discussed with the Committee and next steps across the Trust agreed. It was reported that learning from Martha's Law was part of the internal work plan and that a discussion on this will take place within our clinical and professional leaders' group.

Review of QISCom risks and issues:

Risks scoring 12 and above were presented to the Committee and 1 issue that scored 4. It was confirmed that these are regularly reviewed by our Wider Executive team monthly.

Escalation Points to The Board – however no action is required as actions/mitigations in place:

Items noted for escalation to the Board include:

- Risk 3586 and 3562 recorded as 16.
- Staffing pressures within Cambridgeshire and Peterborough multi-agency safeguarding hub.

Emerging Risks/Issues:

None.

Examples of Outstanding Practice or Innovation:

The reports contained several examples of good practice including:

- Trust compliance for information governance training achieving of 95% in October 2023.
- 96.7% of service users reporting good or very good
- Significant positive comments received in relation to the delivery of Trust services.

Anita Pisani

Job Title: Deputy Chief Executive

Date: 03.01.24